

AVENTAIL®

Assurance**Aventail** 

Aventail Assurance delivers an extended hardware warranty, ongoing access to security patches, software updates and upgrades, and comprehensive technical support via phone, e-mail, and Web to keep your Aventail SSL VPN appliances operating smoothly.

Comprehensive Technical Support

Aventail teams with your Aventail Access Partner to provide comprehensive phone, e-mail, and Web-based technical support in one of two programs—Aventail Assurance Gold or Aventail Assurance Platinum—designed to suit your needs. Our online knowledge base provides a way for you to search for answers on your own, regardless of the time of day or night. You can also request help via e-mail at any time. We will respond to your e-mail requests as soon as we can during your designated support hours. And, of course, you can also request help by telephone during your designated support hours.

Software Updates

With Aventail Assurance you immediately receive notification of any security alerts with a patch if necessary—as well as all new software updates and upgrades of your licensed products. All software updates are provided via our online support site so that you can find and download the versions you need and apply them during a planned maintenance window.

Whether the software update provides a maintenance release for some existing features, adds new features to a licensed product, or addresses a security vulnerability Aventail Assurance covers you.

Immediate Hardware Replacement

In the unlikely event of a hardware failure in your Aventail appliance, Aventail will ship a replacement appliance to you via next-day delivery. You can slide the new appliance into your rack and restore your network and policy configurations fast and with minimal hassle.

Support and Maintenance Features:

Security Alerts

- When general security alerts are issued, Aventail assesses whether they affect our appliances
- Customer contacts and resellers are notified, and a detailed description and assessment of impact is provided
- Software patches are provided, where necessary

Software Assurance

- All software updates and upgrades are provided throughout the life of the agreement for all licensed software
- All updates are provided online via Customer Extranet
- Notification is provided to assigned customer contacts and reseller partner

Hardware Assurance

- Aventail ships replacements for defective or failed hardware immediately
- Return defective appliance within 14 days
- Technical support ensures you get replacement hardware up and running quickly

Aventail: The leading SSL VPN product company

Aventail is the leading SSL VPN product company and the authority on clientless and client-based anywhere secure access. We are investing more development resources in this technology than any other company, large or small. Our appliances and services lower costs and increase the productivity of end-users and IT professionals by ensuring access to any application from any device. Customers including Aetna, DuPont, Mount Sinai NYU Health, Office Depot, and Sanyo, and leading service providers including AT&T, IBM Global Services, MCI, Sprint, and Bell Canada rely on Aventail technology. Aventail was positioned in the Leader quadrant in Gartner's 2004 SSL VPN Magic Quadrant.

Need more information?

For more information or to locate an Aventail business partner in your region, call or send e-mail to info@aventail.com.



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Aventail Assurance Support Levels

Feature	Aventail Assurance Gold	Aventail Assurance Platinum
Web-based support	24-hour, 7-day per week Web-based support via Customer Extranet	24-hour, 7-day per week Web-based support via Customer Extranet
E-mail & phone support	7 a.m. to 7 p.m. business day e-mail and phone support (in customer's local time zone)	24-hour, 7-day per week e-mail and phone support
Customer contacts	Two authorized and trained customer contacts	Four authorized and trained customer contacts
Service commitments	Critical issues: 2-hour response, daily updates	Critical issues: 1-hour response, daily updates
	High severity issues: 4-hour response, daily updates	High severity issues: 2-hour response, daily updates
	Medium severity issues: 24-hour response, updates every 48 hours	Medium severity issues: 4-hour response, updates every 48 hours
	Low severity issues: 48-hour response, updates every 5 business days	Low severity issues: 24-hour response, updates every 5 business days